



JOB DESCRIPTION

Role Information:

Role Title	Clinical Field Service Engineer
Department	Service Department
Reports to	Clinical Field Service Team Leader
Location	Cork Office
Code	

The Company:

Cardiac Services was founded in Belfast in 1968. It is at the forefront of supplying and supporting diagnostic, measurement and Clinical IT equipment in Ireland and the UK with specific focus on ICU, Coronary Care, theatre and maternity. The pre-hospital division specialises in the supply of AEDs, training devices and primary care / GP supplies. In 2007 SISK healthcare acquired Beaver Medical which trades as Cardiac Services, SISK GROUP in the UK.

Purpose of Role:

Install, commission and repair a wide range of medical devices in designated hospitals and health care facilities. Provide first level customer training and clinical support on equipment. The equipment range includes, but is not be limited to, Patient Physiological Monitors, Defibrillators, ECG Recorders, Ventilators and Clinical Networks. Proactively manage customer relations with emphasis on communication with customers and customer satisfaction. Located in Cork covering primarily the Munster region, however on occasions there will be a requirement to travel countrywide.

Principal Duties and Responsibilities:

- Provide complete product support on designated equipment, this will include installation and commissioning, preventative maintenance, repair, customer training and a level of clinical support. Attend training courses provided locally and at various manufacturers' facilities abroad.
- Work undertaken by engineers must comply with the relevant Company Quality procedure relating to that service or activity.
- Comply with all relevant protocols associated with Navision, a group wide IT system. The Support Department uses Navision for call logging, service scheduling and other call related activities.
- Liaise with customer support administration on a regular basis, provide engineers reports and all relevant documentation to customer support administration for further processing and invoicing.
- Proactively manage customer relations with particular emphasis on communication with customers and ensuring customer satisfaction.
- Engineers will participate in a Rota providing an "out of hours" emergency call out service.

Role Requirements

- Qualifications: A minimum Level 7 (Ordinary Bachelor Degree), Electrical, Electronic Engineering, Physics or related discipline.
- Full driver's license.
- Whilst not essential, a formal qualification or at least demonstrable aptitude for IT and networking would be an advantage.
- Field based experience in medical device service or electronic equipment would be an advantage.
- Strong interpersonal skills: Customer focused with good communication skills – written and oral.
- Good analytical and troubleshooting skills.
- Self motivated, team player.